# Hotline communications

## Linksys 941
## Reference Card

## About your Linksys Phone

The SPA-941 Phone not only provides clean, crisp voice quality but also provides the calling features that you expect – speaker phone, conference calling, call on hold, call transfers and Voice Mail access.

Your phone system provides powerful programming capabilities that allow you to configure personal phone directories, speed dial numbers, and preferences.  Refer to your User Guide to fully use the Navigation button.

## A Look at your Phone



- LCD Screen
- Line/Status Buttons
- Soft Buttons
- Navigation Button
- Function Buttons
- Dial Pad
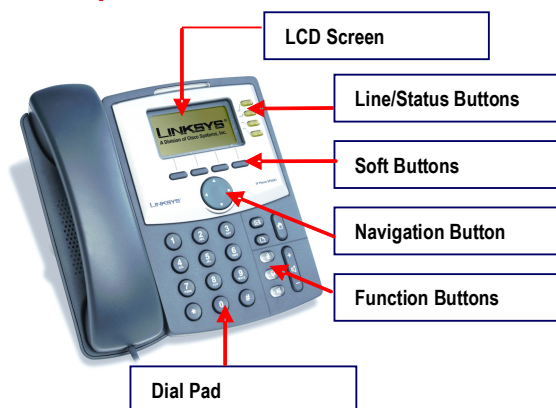
## Message Waiting Indicator Light

The large LED status light directly above the LCD Screen provides the on/off state for voicemail.

| See | Illuminated when ... |
|-----|----------------------|
| MWI | (Message Waiting Indicator) there is an unheard message in your voice mailbox. |

## LCD Screen

The large LCD screen displays date and time, phone number, call status, dialing and directory information, and menu options which are selected by the corresponding Soft buttons directly below.

## Line/Status Buttons

This key group is found on the right side of the display.  An illuminated light indicates a line in use.  A flashing line indicates a call on-hold.

| Press | If you want to ... |
|-------|--------------------|
| Line1 Line2 Line3 Line4 | Access a line for either an inbound or outbound call |

## Soft Buttons

Use the first group of keys directly below the LCD to select the menu options that are displayed  in the LCD screen.  Four features are displayed at a time; more choices are available by pressing the **Right Arrow** on the **Navigation** button.

## Navigation Button

The **Navigation** button is placed directly below the **Soft** buttons and is used to move up, down, left or right through the **Soft** button options.

The LCD screen will have a **<** or **>** on the left or right side to indicate that there is more information or additional menu options.

| Press | If you want to ... |
|-------|--------------------|
| ▶ | Display additional features (or menu options) in the LCD or scroll to the right. |
| ▼ | Scroll down through menu options. |
| ◀ | Scroll left through menu options. |
| ▲ | Scroll up through menu options. |

## Function Buttons

This key group is found on the far right of your phone.  Use these buttons for common phone functions...

| Press | If you want to ... |
|-------|--------------------|
| ✉ VM | Dial the Voice Mail system.  This is a speed dial button to your mailbox. |
| 🗎 Setup | Access menu options to configure and view phone parameters. |
| ✋ Hold | Place the active call on hold.  Press the line button to resume the conversation. |
| Mute | Hear the caller but not allow the caller to hear you. The button illuminates when on.  Press the button again to allow the caller to hear you. |
| 🎧 Headset | Turn on to use the headset and again to hang-up. The button illuminates when on. |
| 🔊 Speaker | Turn the speakerphone on or off.  The button illuminates when on. |
| + 🔊 - Volume | Adjust the ringer, handset, headset, and speaker volume. |

## Dial Pad

Use the twelve dial keys to enter a phone number or menu option.  The dialed number displays in the LCD screen; simply press the **Dial** Soft button to complete the call.

You can set-up a **Three-Way** conference call by adding a new party from an extension within your network or an outside number to a call in progress.

**During the call …**

- Press the soft button for **conf** which places the current call on hold; then dial the number or extension.

- You may speak to the new participant or add the new person without a conversation.  Your called party and the party on hold are conferenced-in when you press **conf.**

- You may cancel the conference before you press **conf** by just hanging up.  Then, press the **Line button** to talk to the original caller.

- You may drop out of the conference and let the two other parties continue, by pressing **join**.

## You have Voice Mail … ✉

The **MWI** LED illuminates when a new voice message arrives.  Press your **VM** key to go directly to Voice Mail.

## Setup 📄

Using the options provided by the **Setup** key, you can personalize your phone and use advanced features and functions available to your phone system.  Common setups include:

| If you want to … | Press … | | |
|---|---|---|---|
| Use personal directories | 📄 | 1 | 3 |
| Add or edit a speed dial number | 📄 | 2 | |
| View your Call History – redial, answered, or missed calls lists | 📄 | 3 | 1-3 |
| Change a ring tone | 📄 | 4 | |
| Block your Caller-ID | 📄 | 5 | 1 |

## Mute … ✦

Press the **MUTE** key when you do not want the caller to hear you.  The key illuminates to alert you.  Press **MUTE** again to return to normal.

## Place a call on hold … ✋

You may place a caller on hold during the call by pressing the **HOLD** key.  The **Line button** key will flash red until you press the **Line button** again to return to your caller.

## Handset, Headset or Speakerphone … 🔇 🎧

You may use any offered audio device during a call but only one at a time.  The handset remains in the cradle to use either the speakerphone or headset.  Pick up the handset to turn either of the following options off or press the button again.

➢ Press the **Speakerphone** button to engage this feature.

➢ Press the **Headset** button to engage this device.

*If you have questions or concerns about your phone, refer to the User Guide, contact your administrator or our support department:*

Phone:    (321) 249-9408
Email:    support@voice-ring.com

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## Using your Linksys Phone

### Make a call …

Calling could not be easier.  Using the **Key** pad, enter an extension, a 7-digit number if dialing within your area code, or use 10-digit dialing within North America.  The leading (1) is not needed.  Pick-up the handset (or activate the Speakerphone or Headset), then …

➢ Enter the phone number, press **Dial** on the soft button.

➢ Press **Redial** soft button twice to redial the last called number.

➢ Press **lcr** soft button to dial the last number received by the phone.

➢ Press **Dir** soft key to see your programmed contact's details.  Scroll to locate the desired number, press the **Dial** soft button.

➢ Dial a previously configured speed dial number, and then press the **#** button in the **Key** pad.

### Receive a call …

In addition to the ring, the **Line button** LED flashes for an in-bound call.  Simply pick up the handset or for hands free use – press the **HEADSET** or **SPEAKER** key.  If multiple lines are ringing, select the **Line** Button that you want to answer.

### Transfer a call …

Your phone system helps you easily transfer an active call to an extension within your network, a voice mailbox, or to an outside number.  You may choose to either transfer without speaking to the recipient (blind transfer) or discreetly speak to the recipient first (consultative or attended transfer).

**During the call …**

| To Make a … | Take these steps … |
|---|---|
| **Blind Transfer** | Press the Right arrow on the **Navigation** button. Press the Soft button for **bxfer** Dial the transfer-to number. Press the **Dial** Soft button to make the transfer. |
| **Transfer to VM** | Press the Right arrow on the **Navigation** button. Press the Soft button for **bxfer.** Dial **\*88** and the extension number. Press the **Dial** Soft button to make the transfer. |
| **Consultative Transfer** | Press the Soft button for **xfer**, which places the caller on-hold. Dial the transfer-to number. Press the **Dial** Soft button. Talk to the called party. Press the Soft button for **xfer** to transfer the original caller when you are ready. |

### Conference a call …